

MARZ ATTACK

SERVICES MANUAL

Rodents

Fleas

Carpet Beetle

Bed Bugs

Bird Mites

Ticks

Wasps / Bees

MARZ ATTACK 12 MONTH GUARANTEE

- To ensure **Marz Attack** customers are satisfied with the service that they have paid for
- We encourage our customers to let us know if they are dissatisfied, if they are, we find a solution to their problem.
- Our priority is to satisfy our customers, if they are not satisfied, then what can we do to ensure they are satisfied with **Marz Attack's**, service, your service?
- The **Marz Attack** guarantee is for 12 months for all services unless stated otherwise in this manual. Eg: Ant service as well as some termite treatments.

Important points to remember when qualifying re-do's

The first thing you always do is LISTEN to the customer

Why we ask the customer to wait 7 days before booking a re-do

How the chemicals work (Unless stated otherwise for specific pests)

- The chemicals used to control the pests are effective as they work over a period of time.
- The pest that comes into contact with the chemical transfers it to other pests through transportation to the nest or being eaten by other pests.
- You could say that the chemicals have a kind of domino effect and keep on working.
- Some chemicals can even affect the offspring.
- It's these reasons that customers may not see a change straight away and may request a re-do before the 7 day waiting period.
- So when a customer rings within the 7 day period, explain why we ask them to wait until after the 7 days.

It is part of the Technician's role to tell the customer how the services work.

If this was not done on the day of the service for some reason. Explain the above to the customer so they understand what is happening to the pests in their home.

When a customer does call requesting a re-do under 7 days, record that you discussed the above with the customer in the job notes field, with your initials and date.

When booking a re-do in, do not offer today or tomorrow, but the following day.

If a customer called Monday, you would offer Wednesday.

If the customer is very upset then today or tomorrow can be offered if the Technician is free. Please note the Technician that did the initial job must also do the re-do.

Which calls should be referred to the supervisor or manager

- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of the problem and give to the manager. Note in the job field notes that you have informed the branch manager about this customer.
- If a customer calls concerning damage to their home caused by a Technician, this call is to be referred directly to the Manager.

What happens after 12 months?

- A new service should be sold to the customer.

WHEN THE PEST IS NOT KNOWN

- Do not try and identify the pest over the phone, or make recommendations on dealing with the pest.
- This is the Technician's job.
- Your job is to sell the Technician.
- When a customer does not know what pest they are having a problem with, the best service we can offer is:

Benefits

- The Technician will come out to their home, as he needs to see the pest to identify it, he cannot identify the pest over the phone.
- He will then identify the pest and carry out the appropriate service to control the pest.
- The Technician will also advise where possible what attracted the pest to their home, and make recommendation on making their home less attractive to the pest.
- Fully accredited Technician to carry out the service.
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician. This is all you can discuss with the customer because the service to be carried out is not known.

Booking the service

- When booking the service in the system, choose any pest to bring up the price, then in job not, put the following:
- ***Pest unidentified, Please identify and Service accordingly***, add your initials and date.
- You can add other information you think is relevant.

RODENTS

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- The roof and under the house are serviced where accessible. The inside and outside of the home are serviced when activity is evident.
- No air borne sprays inside the home, which is very important for people with respiratory problems.
- Safe, especially for children and pets
- Not disruptive to the customer, no need to empty cupboards or leave the home during the service
- No odour left from the service
- Recommendations by the Technician, who will tell you how the rodents get access to your home and how to reduce accessibility.
- A fully accredited Technician carries out the service
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician.
- Rat baits are used to control the rodent problem. These are placed where they are of no danger to you, your family or pets.
- Once the Technician has carried out his pre inspection, he will discuss the servicing of your home with you. Due to accessibility to outside areas by animals and children, if there are signs of activity, the Technician will recommend the use of lockable bait stations which is an additional cost to the service. However, it is not common that these are required in domestic homes.

Second visit from the Technician

- **Marz Attack** does provide a follow up visit which customers can request, where the Technician will remove any **accessible** dead rodents.
- This service is \$165

Marz Attack's 3 month Free Service Period

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** rodent service.

Inside

- Baits will be placed where there are signs of rodent activity.
- The Technician will take great care to place the baits where children and pets will not have accessibility to them.
- If there are any safety concerns, the Technician will discuss these with you on the day of the service.
- All rooms will be checked for rodent activity and baits placed where activity is evident.

The Roof

- Baits are placed evenly throughout the roof area if evidence of activity is found

Under the House

- Same procedure is followed as in the roof.

Outside

- Once the Technician has carried out his pre inspection, he will discuss the servicing of this area with you. Due to accessibility to the area by animals and children, if there are signs of activity, the Technician will recommend the use of lockable bait stations which is an additional cost to the service. However it is not common that these are required in domestic homes.

When to book a re-do

Ask the customer to describe the problem they are having

- Do not book a re-do until 7 days after the original service.
- If the customer is still hearing or seeing rodents 7 days after the service, book a re-do.
- If a customer requests the removal of any accessible dead rodents, this is booked as a follow up service \$165.

If children or pets eat a bait

- The customer should call a doctor or poisons information centre on 131 126.
- This number is used Australia wide.
- They will need to tell them the name of the chemical used, and when the bait was eaten.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

FLEAS

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- Immediate relief for you and your family.
- All infested areas will be serviced.
- No unpleasant odour in the home after the service
- Recommendations by the Technician on how to avoid a flea infestation in the future.
- A fully accredited Technician carries out the service
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician.

How the service works

- Adult fleas will be immediately affected by the service. Any eggs that the fleas have laid will hatch over the next 7 days. As they hatch they will come in contact with the applied service and die off.
- The Technician will give you recommendations on how to speed this process up.
2nd treatment 3-4 weeks after 1st treatment

Things to do prior to the flea service - (only discuss once service is booked)

It is very important that the following steps are carried out prior to the flea service, to ensure an effective service for the customer.

- Mow the lawns as close to the day of service as possible and if the weather is warm, lawns must be watered, and the yard free of toys.
- All carpeted areas must be thoroughly vacuumed, then the vacuum bag disposed of in a sealed plastic bag. All toys clothes etc picked up from floor.
- All pets to be treated for fleas, preferably by a vet, because, if the pet is still infested, the service will not be effective.
- Any infested animal bedding must be thoroughly washed or disposed of.
- Non grassed areas to be wet down just prior to treatment, especially sub-floor.

Things to do after the flea service - (only discuss once service is booked)

- Do not avoid flea infested areas after the treatment. You will reduce the effectiveness of the treatment. Especially remember the spare room, shed or places where the pet likes to rest.
- Fleas will hatch, contact the treated surface and die within a few hours.
- Do not vacuum for at least seven days after the treatment. Place the vacuuming in a sealed bag and put it in the bin.

Marz Attack's 90 day Guarantee

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your ***Marz Attack*** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** Flea service.

All infested areas will be serviced by the Technician.

Inside

- All infested rooms will be serviced.
- A light spray application will be used on all infested carpeted areas.
- If necessary, wooden floors will have a powder substance brushed into the cracks. This can be vacuumed 10 days after the service. The Technician will discuss this application with you if it is to be done. It is very rare, that fleas will be evident in this area.
- Servicing the carpeted areas will effectively solve your flea problem.

Under the House

- If this area is infested, the Technician will apply a liquid chemical application.

Outside

- If this area is infested, all areas within a 25 meter radius will be sprayed.

Note

If the outside of the home is infested, and animals live on the property, they have to be professionally treated for fleas, and kept inside whilst the outside is being serviced.

When to book a re-do

Ask the customer to describe the problem they are having

- A flea service should give immediate relief to the customer.
- If a customer call within 30 days of having a flea service done and is still experiencing a problem, such as flea bites, book a re-do. This is because the service the customer has paid for did not solve their problem.
- After 90 days it is more than likely a new re-infestation is causing the problem, hence a new service.
- Because fleas are easily transported by animals, the house pet or neighbours pet can easily re-infest the home and no pest control service can combat this.
- There is no preventative method for fleas.
- The customer may require another flea service to fix the problem.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

CARPET BEETLES

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- The Technician will ensure that the application of the service around the home is safe for your children and pets.
- All carpeted areas will be serviced.
- No need to leave the house while service is being done
- Immediate relief for you and your family
- No odour left from the service
- Recommendations from an accredited Technician on how best not to attract carpet beetles in the future
- Fully accredited Technician to carry out the service
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician

The customer must be told

- All carpeted areas must be thoroughly vacuumed, then the vacuum bag disposed of in a sealed plastic bag. If damaged area is around furniture flat to the floor, this furniture will have to be moved for an effective service to be carried out.

Marz Attack's 3 month Guarantee

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 47 891 737.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** carpet beetle service.

Inside

- All infested rooms will be serviced.
- A light spray application will be used on all infested carpeted areas.
- If necessary, wooden floors will have a powder substance brushed into the cracks. This can be vacuumed up 10 days after the service. The Technician will discuss this application with you if it is to be done.

When to book a re-do

Ask the customer to describe the problem they are having

- Do not book a re-do until 7 days after the original service.
- The chemicals used to control the pests are effective as they work over a period of time.
- The sighting of new damage to carpets, such as new bald patches appearing require a re-do
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

BED BUGS

Benefits

- The Technician will firstly inspect the areas to be service.
- The Technician will ensure that the application of the service around the home is safe for your children and pets.
- No need to leave the house whilst the service is being done.
- Immediate effect from the service.
- No odour left from the service
- Recommendations by the Technician on how best not to attract bed bugs in the future.
- A fully accredited Technician carries out the service
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician.
- You will be able to sleep in your bed the evening of the service.

The customer must be told

- All bed linen to be removed from beds to be serviced, including mattress protectors and electric blankets. These items must be washed in hot water on the same day as the service. Depending on infestation, a 2nd treatment at extra cost may be needed.

Marz Attack Guarantee

If you are experiencing active bed bugs within 10 days of your **Marz Attack** service, please call 4789 1737, so that the Technician can return and attend to the problem areas. If a problem arises after 10 days, a new infestation has started, and a new service will be required to rid your home of the infestation.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** bed bug service.

Service

Harbourages and egg masses treated with steamer 1st. All infested beds will have a liquid chemical sprayed to the mattress and base, as well as cracks and crevices in the effected rooms.

When to book a re-do

Ask the customer to describe the problem they are having

- As this service provides immediate relief for the customer, if they call back within 10 days of the service being carried out, and are still being bitten, book a re-do.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

BIRD MITES

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- Not disruptive to the customer, no need to empty cupboards or leave the home during the service
- No air borne sprays in the house.
- The Technician will remove the nest if it is **accessible**.
- The nest area will be serviced, which will eliminate, the problem, and stop the mites entering the house.
- Recommendations by the Technician on how to reduce the accessibility of birds in your home.
- A fully accredited Technician carries out the service.
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician.
- The Technician will report how the birds gained entry into your home. Bird proofing may be recommended. **Marz Attack**'s bird mite service will only be effective if the source of the problem is removed, then the importance of bird proofing your home.
- In order to deliver an effective service, the Technician will firstly have to remove the source of the problem, the birds and the nest if accessible. The proof the area to ensure that birds cannot regain entry.
- It is only then that the bird mite service can be carried out to control the problem.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** bird mite service.

Inside

- In some cases the carpeted areas in the affected rooms may require a liquid chemical application by the Technician, but the Technician will discuss this with you on the day of the service.
- If it is evident that the bird mites are in the carpet, this area will be serviced.

The Roof

- If possible, all nesting material will be removed and this area will then be serviced by applying a powder chemical throughout the area. He will take into consideration any open airways into the inside of the building, so that all powder applied is retained with the roof area.

When to book a re-do

Ask the customer to describe the problem they are having.

Did the customer have bird proofing done? If done, the customer must provide proof of this.

If yes

- Do not book a re-do until 7 days after the original service.
- The chemicals used to control the pests are effective as they work over a period of time
- If bird mites are still being sighted, or customer is still experiencing biting, book a re-do.

If no

- If the customer is experiencing problems within 6 months of the original service, book the Technician to do re-inspection for them. This is not a re-do as the customer did not follow the recommendations to have bird proofing done.
- If after 6 months, a new service will have to be booked.

TICKS

Benefits

- Pre inspection of the inside and outside the house, prior to the application of the service. This will ensure the best result. The Technician will also discuss the service with you before commencing.
- Lawns, gardens and exterior walls are serviced where accessible.
- Fine blanket spray applied over the lawn.
- Fully accredited Technician to carry out the service.
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician.

Marz Attack's 3 Month Guarantee

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

Things to do prior to the tick service - (only discuss once service is booked)

It is very important that the following steps are carried out prior to the tick service, to ensure an effective service for the customer.

- Mow the lawns as close to the day of service as possible and if the weather is warm, lawns must be watered, and the yard free of toys.
- All carpeted areas must be thoroughly vacuumed, then the vacuum bag disposed of in a sealed plastic bag. All toys clothes etc picked up from floor.
- All pets to be treated for ticks, preferably by a vet, because, if the pet is still infested, the service will not be effective.
- Any infested animal bedding must be thoroughly washed or disposed of.
- Non grassed areas to be wet down just prior to treatment, especially sub-floor.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** tick service.

Outside

- All areas of the outside of the home will be serviced. A fine blanket spray will be applied.
- The Technician will also apply chemical around the base of the home, no higher than the ventilation holes.

Under the House

- If there is access, this area will be serviced by spraying the whole area including piers and walls.
- As well as under debris and stored items.

When to book a re-do

Ask the customer to describe the problem they are having

- Ask the customer to allow 7 days after the service for the service to have the full effect.
- As the service carried out, controls not irradiates, sighting of one or two pests is expected.
- If customer is sighting a large number of pests 7 days after the original service, book a re-do.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

EUROPEAN WASPS/BEEES

Every effort should be made to book this service the same day the customer calls.

Inform the customer that it's best the service is carried out in the early morning or late evening as this is when the nest is less active.

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- Recommendations by the Technician on how to avoid making your home attractive to European Wasps/Bees.
- A fully accredited Technician carries out the service
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician.
- The Technician will do an inspection of the home to locate the nest prior to carrying out the service.
- In order to carry out an effective service the Technician needs to locate the nest.
- If the customer knows the locations of the nest, inquire as whether it can be easily reached by the Technician.
- If the nest cannot be located, there is no effective method of fixing the problem. Enquire whether the customer is aware of the nest location.

Advise the customer

- To keep people well away from the nest.
- It is best to keep children and pets inside, or at least well away from the nest area.
- If nest is near the house, keep doors and windows closed.

Marz Attack's 10 Day Guarantee

If you have any concerns about the service, please do not hesitate to call 4789 1737, as we can only be of help when we know help is needed. If the nest that is serviced still has activity within 10 days, **Marz Attack** will return to re-do that nest. If a new nest appears that will be a new service.

What the Technician will do

For an effective Wasp or Bee service, the Technician must be able to apply the chemical to the nest. There is no effective way of controlling wasps or bees, unless the nest is serviced.

- The Technician will carry out an inspection to locate the nest if the location is not known.
- A powder or chemical will be applied directly to the nest.
- It is not recommended that this service be carried out when it is raining, as the wasps and bees shelter away from the nest.

When to book a re-do

Ask the customer to describe the problem they are having

- Ask the customer if the active area is where the Technician serviced
- If it is, and the activity is still evident, book a re-do.
- If it is a new nest, a new service is required.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

MARZ ATTACK

SERVICES MANUAL

Cockroaches

Ants

Spiders

Silverfish

Termites

MARZ ATTACK 12 MONTH GUARANTEE

- To ensure **Marz Attack** customers are satisfied with the service that they have paid for.
- We encourage our customers to let us know if they are dissatisfied, if they are, we find a solution to their problem.
- Our priority is to satisfy our customers. If they are not satisfied, then what can we do to ensure they are satisfied with **Marz Attack's**, service, your service?
- The **Marz Attack** guarantee is for 12 months, this applies to all services unless stated otherwise in this manual. Eg: Ant, Spider, Bed Bug services to name just a few, as well as some termite treatments.

Important points to remember when qualifying re-do's

The first thing you always do is LISTEN to the customer

Why we ask the customer to wait 14 days before booking a re-do

How the products work (Unless stated otherwise for specific pests)

- The products used to control the pests are effective as they work over a period of time.
- The pest that comes into contact with the chemical transfers it to other pests through transportation to the nest or being eaten by other pests.
- You could say that the chemicals have a kind of domino effect and keep on working.
- Some chemicals can even affect the offspring.
- It's these reasons that customers may not see a change straight away and may request a re-do before the 14 day waiting period.
- So when a customer rings within the 14 day period, explain why we ask them to wait until after the 14 days.

It is part of the Technician's role to tell the customer how the services work.

If this was not done on the day of the service for some reason. Explain the above to the customer so they understand what is happening to the pests in their home.

When a customer does call requesting a re-do under 14 days, record that you discussed the above with the customer in the job notes field, with your initials and date.

When booking a re-do in, do not offer today or tomorrow, but the following day.

If a customer called Monday, you would offer Wednesday.

If the customer is very upset then today or tomorrow can be offered if the Technician is free. Please note the Technician that did the initial job must also do the re-do.

Which calls should be referred to the supervisor or manager

- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of the problem and give to the manager. Note in the job field notes that you have informed the branch manager about this customer.
- If a customer calls concerning damage to their home caused by a Technician, this call is to be referred directly to the Manager.

What happens after 12 months?

- A new service should be sold to the customer.

IMPORTANCE OF HAVING A REGULAR SERVICE

- Having a service done on a regular basis will maintain the pest control system that was originally put in place.
- It reduces the risk of having another major infestation in your home.
- It reduces the risk of a pest infestation causing health and hygiene problems.
- The regular service will continue to control the common pests in your home.
- Ongoing recommendations from the Technician who can tell you how to avoid attracting the pest in the future.
- When the Technician carries out a regular service, he is also looking for other pest problems that may cause you problems in the future, or let you know the risks of attracting other pest infestations.
- You will always know what pest problems you have or may have in the future.
- It is advantageous to have one company maintain the pest control in your home, as they know your individual home and past pest problems that you may have had.
- Because **Marz Attack** wants to ensure you are satisfied with your service, we offer a 12 month Free Service Period. Except Ant and Bed Bug services to name just a few, as well as some termite treatments.

WHEN THE PEST IS NOT KNOWN

- Do not try and identify the pest over the phone, or make recommendations on dealing with the pest.
- This is the Technician's job.
- Your job is to sell the Technician.
- When a customer does not know what pest they are having a problem with, the best service we can offer is:

Benefits

- The Technician will come out to their home, as he needs to see the pest to identify it, he cannot identify the pest over the phone.
- He will then identify the pest and carry out the appropriate service to control the pest.
- The Technician will also advise where possible what attracted the pest to their home, and make recommendation on making their home less attractive to the pest.
- Fully accredited Technician to carry out the service.
- Marz Attack will call you the day before to confirm the arrival time of the Technician. This is all you can discuss with the customer because the service to be carried out is not known.

Booking the service

- When booking the service in the system, choose any pest to bring up the price, then in job notes, put the following:
- ***Pest Unidentified, Please Identify And Service Accordingly***, add your initials and date.
- You can add other information you think is relevant.

COCKROACHES

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- The areas serviced are the inside, outside and under the home where accessible.
- Safe, especially for children and pets
- Not disruptive to the customer, no need to empty cupboards or leave the home during the service
- No odour left from the service
- Recommendations by the Technician on how to avoid making your home attractive to cockroaches
- A fully accredited Technician carries out the service.
- **Marz Attack** will text you the day before if required to confirm the arrival time of the Technician.
- To replace the air borne sprays in cupboards etc, the Technician will use a gel which is very important for people with respiratory problems.
- The gel will be placed where you or your family will not come in contact with it. But applied where the cockroaches live and travel and is very effective in controlling cockroach infestations.

Marz Attack's 12 month Free Service Period

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** cockroach service.

Inside

- The kitchen, bathroom and laundry will be serviced, as well as any other rooms you are experiencing a problem in.
- In these areas, the Technician will apply a gel which is placed where you and your family will not come into contact, but where the cockroaches live and breed.
- The gel is placed in cupboards and hinges, and electrical equipment, as the cockroaches love these warm places.
- He may also carry out a liquid application, but he will discuss this with you on the day, once he has carried out his pre inspection of your home.

The Roof

- The Technician will apply a dusting powder in this area if there is no insulation. He will take into consideration any open airways into the home, so that all dust applied is retained with the roof area.

Under the House .

- Depending on access and conditions within this area, the Technician may carry out a powder or liquid application. He will discuss this with you on the day, once he has carried out his pre inspection of your home.

Outside

- Infested areas will be serviced with a spray application by the Technician. The common active areas include garden sheds, garbage storage areas, and fence railings.

The Cockroach Service

The cockroach service is a baiting system designed to kill any cockroaches present and continue to kill new cockroaches as they either hatch from hidden egg cases (if present) or arrive from outside sources. Allow up to two weeks for eggs to hatch and nymph activity to cease.

The system relies on the absence of other food sources (crumbs, spillage etc.) to be effective as it is a food-based gel attractive to cockroaches (low-toxic to humans). The treatment does **not** prevent adult cockroaches from entering the premises. ·

If this happens, it will only be a short period of time before the cockroach contacts one of the products in a treated area and dies (usually within 24 hours).

If a **definite** harbourage is found with numerous nymphs (baby cockroaches), then re-treatment of the **infested** area is justified.

When to book a re-do

Ask the customer to describe the problem they are having

- Do not book a re-do until 14 days after the original service.
- If customer sights a lot of lively cockroaches when lights are turned on, or during the day in open areas.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer followed by your initials and date.

How the chemicals work

The service may take up to 14 days to have the full effect. The reason for this is that the cockroaches themselves pass the chemical on, as they eat other dead cockroaches. All chemicals are placed where the cockroaches live and breed which speeds the effectiveness of the service up.

ANTS

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and individual needs, as well as discuss the service with you.
- The roof, outside and under the home are serviced where accessible.
- The inside will only be serviced if there is evidence of activity, and the Technician will discuss the method used on the day of the service.
- Safe, especially for children and pets
- Not disruptive to the customer, no need to empty cupboards or leave the home during the service
- No odour left from the service
- Recommendations by the Technician on how to avoid making your home attractive to ants.
- A fully accredited Technician carries out the service.
- **Marz Attack** will text you the day before if needed to confirm the arrival time of the Technician.
- The Technician will carry out an inspection of the inside and outside of the home to find/ track the trail of ants and identify where they are coming from. If a nest is located in the roof area, the Technician will advise you of further steps that may need to be taken to gain access before this area can be service.

Marz Attack's 3 month Free Service Period

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

The Ant Service

The ant service is designed to kill nests of ants trailing inside the house by using a baiting system (non-toxic to humans). Ants are attracted to food based baits, carrying some of it back to the nest where it is fed to the colony and eventually the colony will die. Reduction of alternative food sources (spillage, crumbs etc.) is required for this treatment to be effective.

Outside the home ant nests and trails are individually treated with insecticides and a “treated zone” is provided around the house. This treatment is slow acting and allows ants to trail over treated area repeatedly until enough product is picked up to **reduce** numbers in the yard in close proximity to the house.

Keeping grass against house trimmed back, not allowing garden beds to contact walls and keeping all trees and shrubs trimmed away from walls will also reduce the likelihood of ants trailing onto house in the first place.

Under **no** circumstances should mulched/chipped garden beds be built against the walls as these may harbour many pests including ants, cockroaches, silverfish and termites.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** ant service.

Inside

- Serviced if activity is found. The Technician will discuss how this area will be serviced on the day.

The Roof

- The Technician will apply a dusting powder in this area if there is no insulation. He will take into consideration any open airways into the home, so that all dust applied is retained with the roof area.

Under the House

- Depending on access and conditions within this area, the Technician may carry out a powder or liquid application, but he will discuss this with you on the day, once he has carried out his pre inspection of your home.

Outside

- Infested areas will be serviced with a spray application by the Technician. The common active areas include garden sheds, garbage storage areas, and fence railings.

When to book a re-do

Ask the customer to describe the problem they are having

- Do not book a re-do until 14 Days after the original service.
- Book if a customer sees a trail of live ants inside the house, or paved areas.
- If the customer calls within 14 days of having the service done, ask them to wait until the 14 day period is up. Explain the reason for this to the customer.
- If gel or granules have been used, ask the customer to monitor the progress for 30 days, as these chemicals progressively work on controlling the ant problem
- Check job notes field to see if either of these chemicals have been used before qualifying a re-do.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

How the chemicals work

The service may take up to 14 days to have the full effect. The reason for this is that the ants themselves transport the chemical to the nest areas. The chemical used outside the house is made up of minute balls of chemical which the ant picks up on its body. When the ant gets back to the nest, the condition in the nest (warm and moist) cause the balls of chemical to explode, hence the nest is now affected by the chemical.

SPIDERS

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- The roof, inside, outside and under the home are serviced where accessible.
- Safe, especially for children and pets. A spot treatment will be used if required.
- Not disruptive to the customer, no need to empty cupboards or leave the home during the service
- No odour left from the service
- Recommendations by the Technician on how to avoid making your home attractive to spiders.
- A fully accredited Technician carries out the service
- **Marz Attack** will text you the day before if needed to confirm the arrival time of the Technician.
- To replace the air borne sprays in cupboards etc, the Technician will use a paste which is very important for people with respiratory problems.
- The Technician will target any live spiders sighted during the service, and the chemical applied to cracks and crevices will affect any spiders in these places. The roof area is targeted if there is no insulation, as the service will kill off insects which the spiders feed on. The service works on active spiders at the time of the service, however the house is not protected against any new spiders coming in. This is because spiders web from one area to another, and are easily transported from outside the house to the inside such as bringing in the washing off the line.

Marz Attack's 12 month Free Service Period

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

Spiders

Spiders are spot treated inside the home and a complete “crack and crevice service” provided outside.

Allow one week after service for interior webs to dry out and then remove. Regularly remove new webs as they appear (treatment does not prevent spiders from entering the home as it is **low-toxic** and has to be **directly applied** to spiders to be effective).

External service is designed to reduce the number of spiders generally and so make maintenance easier.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** spider service.

Inside

- The Technician will spot treat any live spiders inside the home. He will cover all rooms.
- He will ask you to remove any webs one week after the service.

The Roof

- The Technician will apply a dusting powder in this area if there is no insulation. He will take into consideration any open airways into the home, so that all dust applied is retained with the roof area. This is done to kill off insects in the roof which the spiders may feed upon. By removing the food source, the risk of spiders living and breeding in this area is reduced.

Under the House

- Depending on access and conditions within this area, the Technician may carry out a powder or liquid application, but he will discuss this with you on the day, once he has carried out his pre inspection of your home.

Outside

- Using a small thin nozzle, the Technician will spray where the spiders live and breed. Areas include eaves, window and door frames, as well as any cracks and crevices where spiders are active.

When to book a re-do

Ask the customer to describe the problem they are having

- Do not book a re-do until 7 days after the original service.
- Book if there are a lot of new webs outside or inside the home.
- It is recommended to customers that they remove new webs as they appear, as this discourages the spiders from setting up their home as breeding areas.
- If 1 or 2 spiders are sighted, this does not constitute a re-do.
- Due to the nature of the pest, they can come from anywhere and start to build new webs. It is the removal of the webs that deter them.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer including your initials and date.

How the chemicals work

- This service has an immediate effect when spiders come into contact with it. It attacks the spider's nervous system.
- The Technician will target any live spiders sighted during the service, and the chemical applied to cracks and crevices will affect any spiders in these places.
- The service works on active spiders at the time of the service.
- However the house is not protected against new spiders coming in.
- That is why it is important to remove any new webs as soon as they are sighted.

SILVERFISH

Benefits

- Pre inspection of the inside and outside of the house, prior to the application of the service, to ensure the best results, as your service will be tailored to your environment and needs, as well as discuss the service with you.
- The areas serviced are the roof, and inside the house where accessible.
- Safe, especially for children and pets
- No need to leave the home during the service
- For a thorough and effective service the Technician may require some cupboards to be emptied. He will advise you on the day, during his pre inspections. (If a customer has a concern about this, if they know the cupboards that are having the problem, if they prefer, they can empty these prior to the Technician's arrival. Please do not encourage the customer to empty all cupboards, as this is the **Marz Attack** way).
- Recommendations by the Technician on how to avoid making your home attractive to Silverfish.
- A fully accredited Technician carries out the service
- **Marz Attack** will call you the day before to confirm the arrival time of the Technician. ‘

Marz Attack's 12 month Free Service Period

Marz Attack wants to ensure that you are satisfied with the service you receive. So if you are not satisfied in any way with your **Marz Attack** service, we ask you to let us know so that we can attend to any concerns. Please do not hesitate to call 4789 1737.

Silverfish

The silverfish service is designed to prevent the spread of silverfish from infested areas to non-infested areas by providing a residual surface chemical and insect growth regulator barrier. Silverfish may still be found in untreated areas such as cartons of books, papers etc. Once disturbed silverfish may leave these areas and come into contact with insecticides and then die, thus preventing them from breeding and spreading. If silverfish are present in drawers, cupboards etc, paper linings should be removed and discarded and cupboards should be cleaned.

What the Technician will do

As all homes are individual, the Technician will discuss the service tailored to your home on the day of the service. The following is a general description of the **Marz Attack** Silverfish service.

Inside

- Infested areas will be serviced, using a liquid chemical application. The Technician will use a fine nozzle in the cracks and crevices of the infested areas, to avoid any excess chemical.
- Due to the method of the application, the Technician may request for some cupboards or wardrobes to be emptied to gain access to the infested areas. He will determine this after carrying out his pre inspection on the day of the service.

The Roof

- The Technician will apply a dusting powder in this area if there is no insulation. He will take into consideration any open airways into the home so that all dust applied is retained with the roof area.

When to book a re-do

Ask the customer to describe the problem they are having

- Do not book a re-do until 7 days after the original service.
- The sighting of live Silverfish requires a re-do to be booked.
- Recommend to the customer that any paper linings used in draws or cupboards should be removed as these are an attractive food source for Silverfish.
- Excess paper stored in any area is also a breeding ground for Silverfish.
- When a customer calls for a 2nd re-do, book the service in. Then bring this customer to the attention of the manager. Note the job number, customer name and description of problem and give to the manager. Note in the system job field notes that you have informed the manager about this customer.

How the chemicals work

The chemical applied will immediately affect active Silverfish. Chemical remaining in the cracks and crevices serviced will affect Silverfish as they come into contact with the chemical. Silverfish mainly live and breed in the roof area, hence the main part of the service is done in this area by powdering, which will affect active and new born Silverfish.

TERMITES

When a customer wants a termite treatment without an inspection because they have found the activity.

Reasons why Marz Attack carry out an inspection before a treatment is done.

If a customer has sighted live termites, ask them **not** to disturb them, as they will move to another location and make detection and treatment difficult.

- A thorough inspection lays the foundation for a proper treatment.
- Activity found may not be the only activity, an inspection will locate all current activity.
- There are many different types of termites, and different types can be active in different areas of the home.
- If termites are found in the yard or a tree, it might be one specific type, however there may be a possibility of a different type of termite active somewhere else on the property.
- **Marz Attack** carries out a thorough termite inspection prior to recommending any treatment for the above reason.
- From a thorough inspection the **Marz Attack** Inspector can determine the most effective and safest treatment suitable to the specific problem within the specific property.
- **Marz Attack** provides a thorough service, from the initial inspection to the treatment of activity found, and then a follow up inspection is done to ensure that the treated activity has been effective.
- It is only when a thorough inspection is carried out that a customer will know the extent of activity and the best treatment suitable to control the active termites in their home.
- The inspection is payable on the day.

Discuss the termite inspection with the customer

If a customer enquires about preventative termite services

The initial preventative method used by **Marz Attack** is regular inspections which will always detect risk or damage in the early stages. That is why **Marz Attack** calls you every year to book your inspection in, as it is a form of prevention from termite attack.

Other preventative methods used by **Marz Attack** are

Chemical Barriers

- This is where the Technician drills and trenches around the perimeter of the house, this method usually lasts approximately 5 - 8 years, depending on the chemical. If the customer has a regular 12 monthly inspection then the warranty can go year to year, depending on the termites in the area.

Exterra - Termite Interception and Baiting System

- The first step in the baiting process is the placement of specially designed Exterra Stations at carefully selected points in the ground around the outside of your building and, when necessary, inside and above ground.
- Termites that find the stations begin feeding in the station. Even a few termites in a station are sufficient to start the baiting process.
- Bait is added to the station after termites are found feeding, with little or no disturbance at all.
- Termites simply cannot resist the bait which leads to the colony's quick demise. Too bad for them but good for you and your home.
- Safe for you and your family
- Less toxic than table salt.
- Environmentally safe.

Why have a termite inspection every year?

- Because termites can cause so much damage in a small amount of time, **Marz Attack** wants to make sure that your home is checked on a regular basis.
- It is a form of protection for your home, as the Technician is not only looking for active termites but risk areas that may attract termites to your home.
- If you wait until you see active termites, you do not know how much damage has been caused before they became visible.
- There may not be any activity one year, but there may be the next year. You never know.
- The Technician will give you up to date advice on how to make your home less attractive to termite attack based on your home and its surroundings.
- Having a regular service can save money, as if activity is detected early, treatment costs will be minimal.
- The Technician does use conventional methods, such as tapping of timbers, but it is only the qualified professionals like the **Marz Attack** Technicians that know what the different sounds mean, and can detect the slightest difference in sounds from one timber to another. In addition to this, moisture meters, thermal imaging cameras etc are also used to detect termite activity.
- Having a regular inspection and getting the all clear or being alerted to risk of attack, or even catching activity early will give you peace of mind.

TERMITE INSPECTION

Have you determined whether the customer requires a termite inspection or pre purchase inspection?

When discussing this service, emphasise the inspection not the quote!

Benefits

- All areas are inspected including roof, inside, outside and under the house where accessible as well as yard fences and trees. Also anything within 50 meters of their home within their boundaries.
- All **Marz Attack** Inspectors have been trained in termite inspection, timber technology and building construction.
- You will receive advice on how to reduce the risk of termite attacks in and around your home.
- The service advice you receive will be beneficial as you will know where your home is at risk from termites and how to make your home less attractive to termites.
- The **Marz Attack** Inspector will provide you with a detailed report, which will include any activity found.
- The report is in compliance with the Australian standards.
- The Technician will sit down with you after the inspection and go through the report with you in detail.
- **Marz Attack** Inspector will only recommend treatment when termite activity is found.
- If the Technician finds that your house or property is in a high risk area then he will recommend preventative methods most suitable to your environment.
- If activity is found the Technician will quote and advise on the best method of treatment to obtain the best results.
- **Marz Attack** Inspectors use the latest equipment to aid them in the detection of activity or risk of activity.

Marz Attack's Guarantee (not to be discussed unless asked for)

- If a customer is dissatisfied with their **Marz Attack** service, we encourage them to let us know by calling 4789 1737.
- If the customer was not satisfied with the inspection, or an area was not inspected, we send the Technician back out.
- Termite treatment quotes are valid for 30 days. After this a new inspection is generally required as the activity and damage has to be reassessed and quoted.
- If the customer has activity in a treated area, we will send the Technician back out within 6 months of the initial treatment.
- If a customer calls within 6 months after the inspection and has sighted termite activity, we will send the Technician back out to look the activity and quote for the recommended treatment.
- If activity is found by the customer, away from the treated area, the Technician will come out and quote for the recommended treatment in that area. There will be no charge for the visit.

TERMITE INSPECTION

Have you determined whether the customer requires a termite inspection or pre purchase inspection?

Benefits

- All accessible areas are inspected including the roof, inside, outside and under the house where accessible, yard fences and trees within 50 meters of the building with the boundaries of the property.
- If the **Marz Attack** Inspector is unable to gain access to an area he will recommend solutions on how to gain access to enable him to inspect the area that may be at risk to termite activity.
- The **Marz Attack** Inspector will provide you with a detailed report, which is in compliance with the Australian Standards.
- The report covers:
 1. Areas inspected;
 2. Non accessible and obstructed areas;
 3. Reasons for non accessibility;
 4. All areas where evidence of activity is found;
 5. Type of termites found;
 6. Current situation of ventilation and drainage under the house, as poor conditions can attract termites;
 7. Potential of damage the activity can cause, this can be moderate, moderate to extensive or extensive. This will be identified in the report by the Technician;
 8. If and where a termite nest is found;
 9. The extent of termite damage found in your home.
This will range from moderate to extensive;
 10. The conditions of the ant caps under the house will be reported;
 11. The drainage and ventilation conditions will also be reported by the Technician;
 12. Risk areas where termite attack may occur; and
 13. Degree of risk of termite attack to the home, from moderate to high.
- The advice you receive will be beneficial as you will know where your home is at risk from termites and how to make your home less attractive to termites in the future.
- The Technician will sit down with you after the inspection and go through the report with you in detail.

- All **Marz Attack** Inspectors will only recommend treatment/preventative methods when termite activity is found, or if your property is in risk of termite attack. The treatment/preventative method recommended will be decided on what will be the most effective for you home. They will also take into account the safety factor, for example if the activity is found where there may be human contact the Technician will use a treatment which is safe for you and your family.
- **Marz Attack** Inspector, use conventional methods of detecting termite activity, such as torch, screwdriver and probing tool which he uses to listen to the timbers around the home. Moisture meters, thermal imagery cameras and Borescopes are other forms of monitoring equipment used to thoroughly inspect your home.
- It is recommended that a regular termite inspection is carried out, so the home owner has peace of mind that their home' is monitored against the attack of termites, and if activity is found, action can be taken before major damage occurs.

TERMITE TREATMENTS

Inform the customer that the Technician will discuss all treatment methods on the day of the inspection.

The Technician will discuss the recommended treatment that best solves your termite problems. It can be a combination or one of many different methods that are now available.

Dusting

- The Technician will apply a fine dust into all damaged timbers and nest sites if the nest can be located.
- When Termidor dust is used, the Technician takes all precaution when applying this. It is actually placed inside the damaged timbers, where no human contact is possible.
- How the dust is applied is very individual to the activity in the home. The Technician will explain in detail how he will treat the activity once he has completed his thorough termite inspection.
- Dusting is an effective way of also attacking an active nest. Because the termites take the dust back to the attacking nest, where the Queen will come into contact with the dust and die. Once the Queen is dead, the nest will die off, as there will be no further reproduction.

Liquid Application

- Where the Technician decides that dusting will not deliver the desired results, he will apply a liquid chemical to or around the active area.
- There is the possibility that other nests may be in the area of your home, this is where the Technician may recommend a baiting program.
- There are numerous chemicals that the Technician can choose to use depending on the environment of the home, the soil around the home and some of these chemicals are legal to use in some areas of Australia and not in others. So the Technician will discuss with you at the time of quoting what chemical he will use for your specific treatment.

Monitoring

The following are monitoring methods, they do not kill the termites, treatment will be required when activity is found

- Recommended to **Marz Attack** customers whose homes are in high risk areas to termite attack.
- This can be recommended by the Technician even when activity has not been located at the time of inspection.

Exterra -Termite Interception and Baiting System

- The first step in the baiting process is the placement of specially designed Exterra Stations at carefully selected points in the ground around the outside of your building and, when necessary, inside and above ground.
- Termites that find the stations begin feeding in the station. Even a few termites in a station is sufficient to start the baiting process.
- Bait is added to the station after termites are found feeding, with little or no disturbance at all.
- The slow (but not too slow) speed of action of the termite bait makes it a successful termite baiting option. The colony is unable to learn to avoid eating the bait because they can't connect the death of more and more colony members with the consumption of the bait.
- Termites simply cannot resist the bait which leads to the colony's quick demise. Too bad for them but good for you and your home.
- Safe for you and your family.
- Less toxic than table salt.
- Environmentally safe.

PRE PURCHASE INSPECTION

Have you determined whether the customer requires a pre purchase inspection or a termite inspection? Is this inspection for your current home?

Benefits

- All accessible areas of the home are inspected, including the roof, inside and under the house, yard and fences.
- The report will include the current condition of the property and areas likely to cause infestation, and past problems if any
- **Marz Attack** can organize the inspection with the agent
- The report can be obtained 24-48 hours
- The inspection is carried out by a fully accredited **Marz Attack** Inspector
- The **Marz Attack** Inspector will look for wood decay, and evidence of borers and termites

Notes for telemarketers

- Payment is to be organised with the manager. As it maybe linked with another contractor.

What is a Pre Purchase Inspection?

- This inspection is totally different from the regular termite inspection.
- It is a full timber pest inspection (Subterranean termites, Borers and Wood Decay) which is carried out before a property is sold.
- The report will cover all past and present activity, damage and treatment of all timber pests (Subterranean Termites, Borers and Wood decay), as well as any future risk of timber pest infestation.

Who is the customer?

- This inspection is not always organised by the current owner of the property
- In most cases it is the potential buyer, a real estate agent or in a lot of cases a solicitors office.

Vendor - Is the owner of the property

Tenant- Is the person renting the property from the VENDOR

Purchaser - Is the potential buyer of the property

- When entering a pre purchase inspection for a new customer, firstly find out who the person is who is requesting the inspection and paying for the service. It is this person's details you will enter in the customer details screen of the system.
If this person is not going to be on site at the time, of the inspection, payment must be organised with your manager prior to the inspection being done.
Cheque sent in advance to the office
Cheque to be picked up on the day of inspection (Enter in/ job note the pick up address)
Credit card details taken over the phone and authorisation is obtained.
- The person currently living in the property will be your contact; this is the person you need to speak to regarding scheduling the inspection and ring for time confirmation.
- Make sure that you have the address of the property where the inspection is to be carried out. This will be the service address, and in most cases be different from the address of the person organising and paying for the pre purchase inspection. Enter this address into the properties folder.
- Make sure that all parties concerned are given the details of the scheduled day for the inspection but the time confirmation must be done with the contact person at the service address.